

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In re patent application of: )  
Parker et al. ) Attorney Docket No: 1001-0627  
Application No: To be assigned )  
Filed: Herewith ) Examiner: To be assigned  
Title: INTERACTION-BASED )  
SERVICING OF BUSINESS )  
CUSTOMERS ) Group Art Unit: To be assigned

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Paul J. Maginot

Name of person mailing Document or Fee

*Paul J. Maginot*

Signature of person mailing Document or Fee

INFORMATION DISCLOSURE STATEMENT

Hon. Commissioner of Patents and Trademarks  
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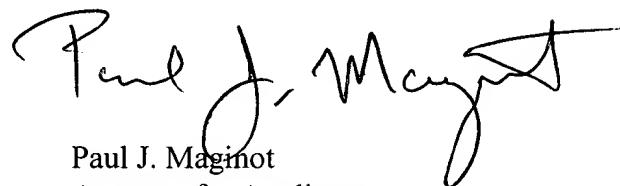
Sir:

Pursuant to 37 CFR §1.56, Applicants hereby disclose the following references, copies of which are enclosed, regarding the above-identified patent application.

<u>U.S. Patent No.</u>	<u>Inventor</u>	<u>Issue Date</u>
4,595,921	Wang et al.	06/17/86
4,862,498	Reed	08/29/89
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5,293,196	Kaneko et al.	03/08/94
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5,751,953	Shiels et al.	05/12/98
5,806,043	Toader	09/08/98
5,819,243	Rich et al.	10/06/98
5,822,410	McCausland et al.	10/13/98
5,870,711	Huffman	02/09/99
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5,903,877	Berkowitz et al.	05/11/99
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It is believed that no fees are due for the consideration of this Information Disclosure Statement. However, the Commissioner is hereby authorized to charge any deficiency or to credit any overpayment to Deposit Account No. 13-0014, but not to include any payment of issue fees.

Respectfully Submitted,



Paul J. Maginot  
Attorney for Applicants  
Registration No. 34,984

December 13, 2000  
Maginot, Addison & Moore  
Bank One Center Tower  
111 Monument Circle, Suite 3000  
Indianapolis, Indiana 46204-5130  
(317) 638-2922 phone  
(317) 638-2139 facsimile